

Job description

Job title

- Grade: S02
- Reports to: Assistant Manager / Line Manager
- Direct reports: Support Worker
- Your team: Daylight (Day Opportunities and hubs)
- Service area: Adult Social Care
- Directorate: Health and Social Care

Special requirements of the post (delete as applicable)

Workstyle: Frontline (Full presence, working in the borough full time)

- Colleagues whose role is delivering frontline services to residents, visitors, businesses and/or other colleagues while present in the borough and activities cannot be done remotely.

This post requires a DBS check at the appropriate level (Enhanced with Barring/Enhanced /Standard/Basic)

This is a safety critical post and will be subject to the council's drug and alcohol policy

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

- Lead and support staff teams in delivering person-centred care
- Ensure high standards of support, safeguarding, and compliance
- Promote independence, health, and quality of life for residents
- Link between staff, management, families, and professionals
- Supporting people with long-term health conditions and/or disabilities
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures

Key responsibilities

Daylight supports people with a profound and multiple learning disability with a programme of strength-based work & maximising independence programmed/ focussed activities. Daylight offers a range of support including maintaining and improving health, learning and 'enterprise' opportunities, sensory stimulation and storytelling, intensive interaction, specialist communication.

- To deputise for the Assistant Manager
- To ensure that all there is a strengths-based approach demonstrated in the delivery of care and support as detailed in the persons Support Plan
- To ensure Support plans and provision of care and support are followed
- To lead and support staff to provide activities that promote independent living skills
- To lead on managing a small team of staff to provide activities in the community
- To provide supervision and advise to staff
- Key worker for a small caseload of residents
- To lead on risk assessments
- To report any safeguarding concerns immediately, whether confirmed or suspected, to the Duty Manager in line with the Councils Safeguarding Policies & Procedures
- To ensure that the Care Act 2014 is implemented in all aspects of their role

- To work with people using our services, carers, families and other professionals to minimise and manage risk whilst enabling the service user to maintain their chosen lifestyle as far as possible
- To provide support with medication as detailed in each person's Support Plan and in accordance with NICE Guideline (NG67) and Services Medication Policy. The term 'medicines support' defined as any support that enables a person to manage their medicines.
- To provide support and assistance with nutritional needs and specific dietary requirements as detailed in each person's Support Plan.
- Provide updates on a person's goals and plans for feedback into multi-disciplinary meetings
- To adhere to Islington Council's policy and procedures in the handling of a person's personal property including money and keys and ensure all property record keeping is completed accurately.
- To promptly feedback any progress or changes in a person's wellbeing, physical health or circumstances to the duty manager or emergency services
- To keep concise legible records and complete documentation which complies with organisational and professional standards.
- To actively recognise the need to liaise with other services and health professionals to ensure best support is provided to meet the needs of the service users and their families.
- To maintain excellent standards of Infection control at all times adhering to universal precautions.
- To attend and contribute to multi- disciplinary and other meetings as required
- To ensure all work undertaken with people, carers and others is recorded accurately and in a timely manner, using information technology systems to carry out duties in the most efficient and effective manner.
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder
- To carry out duties and responsibilities in accordance with the Council's commitment to customer service excellence and ensure compliance with the customer care standards
- To be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way duties are carried out
- To be committed to the Council's CARE values and ASC principles to demonstrate this commitment in the way duties are carried out.
- At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).

- Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.
- To undertake other duties commensurate to the grade of the post
- This Job Description is a guide to the level and range of responsibilities the post holder will be expected to undertake. It is neither exhaustive nor inclusive and may be subject to changes in order to meet legislative requirements, changing circumstances and business demands of the service.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Essential criteria

Qualifications

Essential criteria	Criteria description	Essential and desirable
1	NVQ Level 3 or QCF Level 4 or a willingness to complete qualification	Desirable
2	Willingness to undertake specialist training in line with the service's needs (e.g. autism/dementia/sensory awareness)	Desirable

Experience

Essential criteria	Criteria description	Essential and desirable
3	Experience of working with adults with complex needs within a learning disability/Sensory/Physical or older people's setting is preferred	Essential
Essential criteria	Criteria description	Essential and desirable
4	Experience of working with individuals with diverse needs, including those from Black and	Essential

	minority ethnic communities within inner-city settings.	
5	Experience and understanding of strengths based approaches and applying this in practice	Essential

Skills

Essential criteria	Criteria description	Essential and desirable
6	Awareness and understanding of safeguarding including legislative responsibilities and Making Safeguarding Personal	Essential
7	Awareness of health and social care legislation including the Care Act 2014, Mental Capacity Act 2007 and other relevant statutory legislation	Essential
8	Ability to work as part of a multi-disciplinary team and in partnership with a wide range of stakeholders including Social Work Teams, Health, and GPs.	Essential
9	Ability to work independently and as part of a team	Essential
10	Ability to document and record all activity and observations relevantly and accurately, with a focus on progress towards the persons identified goals	Essential
11	Ability to provide support with daily activities such as personal care and domestic tasks with an emphasis on promoting and encouraging independence, in line with their support plan	Essential
12	To effectively communicate with residents and team members, face to face and on the telephone	Essential
13	Able to safely move and handle people who are experiencing difficulties with mobility and with the use of specialist equipment, in line with individual support plans	Essential

14	To enable people to improve independence through assisting with skills practice in independent living skills such as meal preparation; domestic tasks and travel training	Essential
Essential criteria	Criteria description	Essential and desirable
15	Complete written and electronic documentation to required standards, recording progress towards the person's goals	Essential
16	Ability to manage medications in accordance with the Support Plan	Essential
17	Ability and willingness to develop and update skills and knowledge through participation in learning and development opportunities	Essential
18	Ability to communicate and relate effectively with residents (Who may use communication other than speech or have no formal communication skills.) and carers (where English may not be their first language)	Essential
19	Ability to be able to use information technology to organise and carry out daily tasks, including apps, computers and SMART phones	Essential
20	Ability to safely support residents as a Passenger Assistant on council and public transport, including buses and taxis, always ensuring their wellbeing. Responsible for safe pick-up and drop-off at various locations, including individuals' homes, the Day centre, and community settings, while adhering to safeguarding procedures, risk assessments, and health and safety requirements.	Essential
21	Experience of providing support and guidance to less experienced staff	Essential
22	Experience of providing activities that support a person to acquire independent living skills preferred	Essential

23	Ability to complete risk assessments with residents, considering environmental risks, risks to the person and others involved in their care and support	Essential
24	Ability to provide good quality supervision and support to staff	Essential

Special requirements of the post

(Insert any special requirements of the post. Delete if this does not apply.)

Essential criteria	Criteria description	Essential and desirable
25	This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure	Essential
Essential criteria	Criteria description	Essential and desirable
27	Willingness and ability to travel across the team geographical area	Essential
28	Ability to manage physical demands of the role	Essential
29	Ability to adhere to the Council's Dignity for All policy.	Essential

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.



Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.